

Wisconsin Medicaid HMO Report Card

There are many things to think about when choosing an HMO. Which doctors, clinics, and hospitals are available? Where are they located? Which HMO performs the best in the areas of care and service that are important to you? The **HMO Report Card** can help you make this important choice. It compares one HMO to another in five areas of health care (HealthChecks, shots, and lead screens for children; pap tests for women; and mental health and substance abuse evaluations) and four areas of enrollee satisfaction (customer service, getting needed care, the health plan, and health care). For more information about HMOs, call the Wisconsin Medicaid HMO Enrollment Specialist at **1-800-291-2002** (toll free).

Key to Ratings (Note: An HMO is shown as above or below the average only when the difference is large enough to show a true difference in performance.)

☆☆☆ Above average (compared to other HMOs)

☆☆ Average (compared to other HMOs)

☆ Below average (compared to other HMOs) (does not mean that the HMO provides poor care or bad service, but only that the HMO scored below average compared to other HMOs)

Wisconsin Medicaid 2003 HMO Report Card									
	HMO Reported Health Care ¹					Consumer Satisfaction with the HMO ²			
	Health Checks	Shots	Lead Screens	Pap Tests	MH/DA Evaluation	Customer Service	Getting Needed Care	Health Plan	Health Care
Atrium Health Plan	☆☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆
Dean Health Plan	☆☆☆	☆☆	☆	☆	☆☆☆	☆☆	☆☆	☆☆	☆☆
Group Health Cooperative of Eau Claire	☆☆☆	☆☆	☆☆	☆☆	☆☆☆	☆☆	☆☆	☆☆	☆☆
Group Health Cooperative of South Central Wisconsin	☆☆	☆☆	☆	☆	☆	☆☆	☆☆☆	☆☆☆	☆☆
Health Tradition Health Plan	☆☆☆	☆☆	☆☆	☆☆☆	☆☆☆	☆☆	☆☆☆	☆☆	☆☆
Managed Health Services	☆	☆☆	☆☆	☆☆☆	☆	☆☆	☆	☆☆	☆☆

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	HMO Reported Health Care ¹					Consumer Satisfaction with the HMO ²			
	Health Checks	Shots	Lead Screens	Pap Tests	MH/DA Evaluation	Customer Service	Getting Needed Care	Health Plan	Health Care
MercyCare Insurance Company	☆☆☆	☆☆	☆☆	☆☆☆	☆☆☆	☆☆	☆☆	☆	☆☆
Network Health Plan	☆	☆☆	☆☆	☆☆☆	☆☆☆	☆☆	☆☆	☆☆	☆☆
Security Health Plan	☆☆☆	☆☆☆	☆☆☆	☆☆	☆☆☆	☆☆	☆☆	☆☆☆	☆☆
Touchpoint Health Plan	☆☆☆	☆☆☆	☆☆☆	☆☆	☆☆☆	☆☆	☆☆	☆	☆☆
UnitedHealth-care of Wisconsin	☆☆	☆	☆	☆☆	☆	☆☆	☆	☆	☆☆
Unity Health Insurance	☆☆	☆	☆	☆	☆	☆☆	☆☆	☆☆☆	☆☆
Valley Health Plan	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆	☆☆☆	☆☆☆	☆☆

¹ Ratings based on information reported by the HMOs about services they provided to Medicaid and BadgerCare enrollees in 2002.

² Ratings based on a survey of Medicaid and BadgerCare enrollees conducted in 2002.